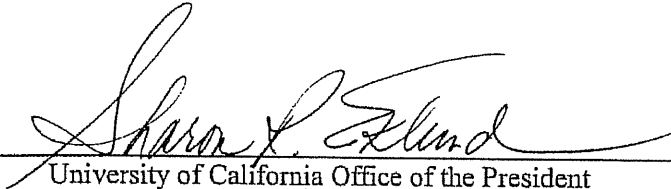


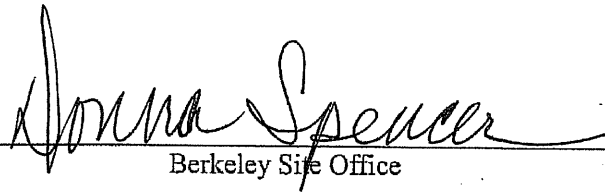
Signature Page
IT Scorecard 2007



IT Liaison, LBNL



University of California Office of the President



Berkeley Site Office

IT Scorecard, FY08, Berkeley Lab

Measure:

The Laboratory will achieve a score of 85 points or above on the IT Scorecard which includes measures of customer service, system availability, network availability, and efficiency.

1. Objective: Efficiency

Telephony Cost Per Service Call

Above FY07 > 20%: 0

Above FY07 > 10%: 15

Within 1% of FY07: 21

Below FY07 by more than 1%: 25

Discussion: This is a mature metric which has been downtrending for several years, but is likely reaching the point where it cannot decline further. It is representative of the sorts of efforts UC has undertaken to reduce ongoing costs. It will be measured annually and reported to BSO.

2. Objective: Availability for Science

Network Availability

96-97: 5

98: 10

99: 22

99.9: 23

99.99: 24

99.99>: 25

Discussion: LBNL will calculate the network availability averaged over a 12-month period. This means that local area network connections at LBNL will be operational at this percentage of the time, on average, excluding outages caused by electrical work or planned maintenance. Note that LBNL's network management system measures availability at the granularity of the active switch port; as a result, it compensates for variations in port density and port utilization. This is a mature metric, however, there is normal variation across years as the result of hardware failure and timing not under the control of the University.

3. Objective: Availability for Business

Availability, minus scheduled outage/downtime as calculated by system monitoring and subject to review for non-outage causing errors.

96-97: 5
98: 10
99: 20
99.9: 23
99.9+: 25

Discussion: This figure aggregates the overall availability of the Business Systems during normal working hours. Since these systems directly serve many business functions of the Laboratory, their availability helps to ensure productivity. Since the data is gathered automatically, it is subject to analysis regarding whether the recorded outage was real or had an impact.

4. Customer Service

Helpdesk Tickets

Overall Satisfaction for Helpdesk Assigned Tickets

6: 0
8.5: 10
9.0: 15
9.3: 20
9.5: 22
> 9.5 25

Discussion:

This metric tracks the satisfaction of those who respond to surveys of their interactions with the helpdesk. It is a mature metric with substantial data on previous trends. We believe 9.5 is an appropriate level and are not expending resources to improve it at this time.